

Dedication

My wife, Deirdre Richardson, suffered through lengthy writing sessions for nearly a year, and still managed to maintain a positive, encouraging attitude about this book — thereby serving as a perfect role model for what it takes to support a creative process from beginning to successful end!

Author's Acknowledgments

I have lots of exciting ideas, but sometimes I need a little help disciplining them into proper shape for implementation. That's why I'm so appreciative of the fine editorial team at Wiley that worked on this book with me, including acquisitions editor Stacy Kennedy, project editor Elizabeth Rea, copy editors Christine Pingleton and Kathy Simpson, and technical reviewer Lisa Gundry. It takes a team to do anything worthwhile. It helps when it's a really good team!

I also want to thank my associates and clients at Trainer's Spectrum, who provide me so many great suggestions and also, on occasion, the honest feedback that helps get the wrinkles out of my thinking.

Publisher's Acknowledgments

We're proud of this book; please send us your comments at <http://dummies.custhelp.com>. For other comments, please contact our Customer Care Department within the U.S. at 877-762-2974, outside the U.S. at 317-572-3993, or fax 317-572-4002.

Some of the people who helped bring this book to market include the following:

Acquisitions, Editorial, and Media Development

Project Editor: Elizabeth Rea

Acquisitions Editor: Stacy Kennedy

Copy Editors: Christine Pingleton,
Kathy Simpson

Assistant Editor: Erin Calligan Mooney

Senior Editorial Assistant: David Lutton

Technical Editor: Lisa Gundry, Ph.D.

Editorial Manager: Michelle Hacker

Editorial Assistant: Jennette ElNaggar

Cover Photos: © Andy Ryan/Getty Images

Cartoons: Rich Tennant (www.the5thwave.com)

Composition Services

Project Coordinator: Lynsey Stanford

Layout and Graphics: Kelly Kijovsky

Proofreaders: John Greenough,
Bonnie Mikkelson

Indexer: Sharon Shock

Publishing and Editorial for Consumer Dummies

Diane Graves Steele, Vice President and Publisher, Consumer Dummies

Kristin Ferguson-Wagstaffe, Product Development Director, Consumer Dummies

Ensley Eikenburg, Associate Publisher, Travel

Kelly Regan, Editorial Director, Travel

Publishing for Technology Dummies

Andy Cummings, Vice President and Publisher, Dummies Technology/General User

Composition Services

Debbie Stailey, Director of Composition Services